



**Department  
of Health**

**Office of  
Health Insurance  
Programs**

# **Health Home Performance Dashboards Demonstration and Overview**

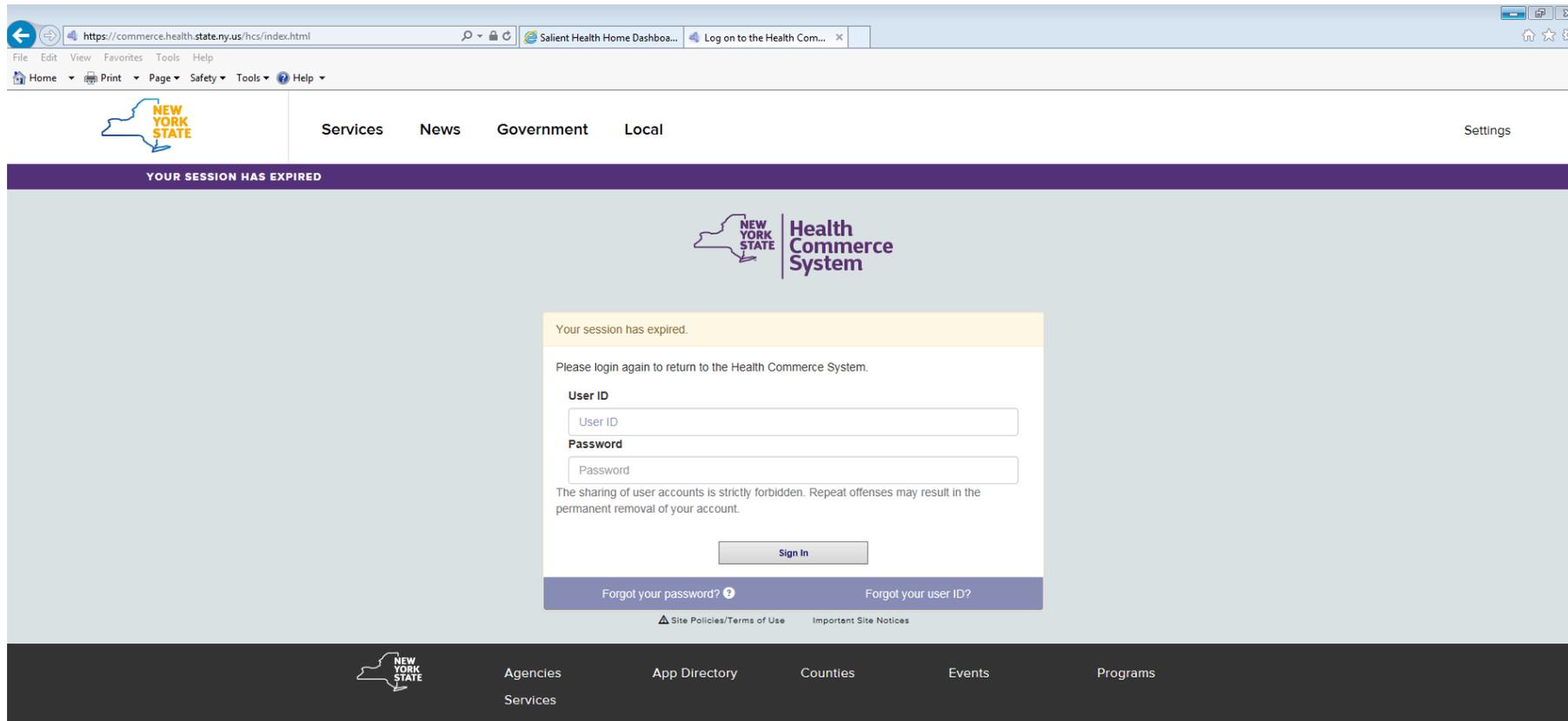
January 6, 2016

# Access to Health Home Performance Dashboards

- Information was disseminated via email on December 8<sup>th</sup> notifying future users of the MAPP Health Home Tracking System (HHTS) that they will have access to MAPP and Health Home Performance Dashboards.
- MAPP HHTS users (Managed Care Plans and Health Homes) will have access to the following MAPP applications:
  - ✓ Security Administration tab for Gatekeepers
  - ✓ Health Home Dashboards for MAPP HHTS users
- Care Management Agency access is forthcoming and should be completed soon. A separate communication will go out to let CMAs know when they will have access.
- If you are a MAPP HHTS user and you did not receive the December 8th email, please contact the MAPP Gatekeeper for your agency to ensure that you have been assigned a MAPP role and that your contact information is correct.

# How to Access the Dashboards

- First start out by logging into your HCS account



The screenshot shows a web browser window displaying the Health Commerce System (HCS) login page. The browser's address bar shows the URL <https://commerce.health.state.ny.us/hcs/index.html>. The page features the New York State logo and navigation links for Services, News, Government, and Local. A purple banner at the top of the main content area reads "YOUR SESSION HAS EXPIRED". Below this, the Health Commerce System logo is displayed. A central white box contains a yellow warning message: "Your session has expired." followed by the instruction "Please login again to return to the Health Commerce System." The login form includes fields for "User ID" and "Password", a "Sign In" button, and links for "Forgot your password?" and "Forgot your user ID?". A footer section contains the New York State logo and links for Agencies, App Directory, Counties, Events, Programs, and Services.

# How to Access the Dashboards

- Select **My Content** on the HCS Home page.

**System Notices**

- Several important updates have been made to the Health Commerce System (HCS) including the **My Notifications feature**, a critical **security protocol upgrade**, and a **new design theme** assigned to our Health and Human Services NYS Cluster. For more details on the new features, please refer to the email sent to you titled HCS new release. As always, should you encounter any difficulties due to this update, please reach out to the Health Commerce System team at [hcsoutreach@health.ny.gov](mailto:hcsoutreach@health.ny.gov).

**Important Health Events**

Ebola Response | NYS PMP | Visualization Portal

**Important Health Notifications**

Created	Priority	Keyword	Source	Audience	Description	Recipients
11/6/2015	Advisory	commissioners monthly list	NYSDDH		A Message from the New York State Health Commissioner November 2015	Recipients

- On the dropdown menu select **All Applications**.

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Documents by Group

My Favorites

My Applications

**All Applications**

Mobile Apps

My Notifications

# How to Access the Dashboards

- The Health Commerce System Applications page will display. Select the **M** button.

Health Commerce System Applications View Help

Browse by **A B C D E F G H I J K L M N O P Q R S T U V W X Y Z** View All

Application Name	Acronym	Profile	Restricted	Add/Remove
Managed Care Complaint Summary		1	Yes	
Managed Care Operations Report		1	Yes	
Managed Care Operations Rpt - HIV SNP Report		1	Yes	
Managed Care Portal to Treo Solutions		1	Yes	
Managed Care Provider Network Data System	PNDS	1	Yes	
Managed Care Provider Search and Directory Tool	PNDR	1	Yes	
Managed Care Roster/Report Download		1	Yes	
Meaningful Use Registration for Public Health		1		+
Medicaid Analytics & Performance Portal	MAPP	1		+
Medicaid Encounter Data System Reports	MEDS II	1	Yes	
Medical Emergency Response Inventory Tracking System	MERITS	1	Yes	
Medical Malpractice Reporting System	MMDCS	1	Yes	
Medical Marijuana Data Management System (MMDMS)	MMDMS	1		+
Massage Conformance Application NYSIS		1		+
Minimum Data Set (MDS) for NP Reimbursement		1	Yes	
MLTC - Medicaid Advantage Plus Managed Care		1	Yes	
MLTC - Partially-Capitated Managed Care		1	Yes	
MLTC - Program of All-Inclusive Care for the Elderly		1	Yes	

- Locate **Medicaid Analytics Performance Portal** link from the applications list. Select the plus (+) sign in the **Add/Remove** column to create a shortcut to MAPP on your HCS home page.

Browse by **A B C D E F G H I J K L M N O P Q R S T U V W X Y Z** View All

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Managed Care Provider Search and Directory Tool	PNDS	1	Yes	
Managed Care Roster/Report Download		1	Yes	
Meaningful Use Registration for Public Health		1		+
<b>Medicaid Analytics &amp; Performance Portal</b>	MAPP	1		+
Medicaid Encounter Data System Reports	MEDS II	1	Yes	

# How to Access the Dashboards

- MFA Information- If you have not completed your multi factor authentication you be directed there when you try to open the MAPP Application.
- Complete the required information on the MFA Information tab and select **Submit**

**Important instructions for filling out this form:**  
(1) Be sure to enter all information for required fields in both the Business and Emergency sections on this screen.  
(2) \* Indicates required information.

**Business Contact Information** | **Emergency Contact Information** | **Profession Information** | **MFA Information**

The Last and First name fields must match what is on the driver license or non-driver photo ID. If it does not match, contact 1-866-529-1890 option 1 and request the name be updated to match the driver license name.

Note: If you do not have a NYS DMV ID or Non-driver Photo ID, please contact your HCS coordinator to continue the Multi Factor Authentication (MFA) process.

NYS DMV ID or Non-driver Photo ID: \*

Date of Birth (YYYYMMDD): \*

Gender (M/F): \*  M  F

ZipCode: \*

**Submit** **Reset**

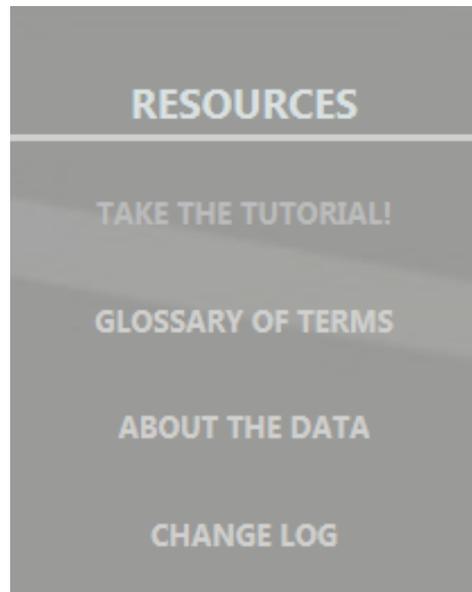
# How to Access the Dashboards

- Click on the “Health Home Dashboards” tab on the MAPP home screen

The screenshot displays the MAPP home screen with the following content:

- Navigation:** Home, Security Admin, Health Homes Dashboards (highlighted with a red arrow).
- Header:** Medicaid Analytics And Performance Portal, Log out, NYS Department of Health logo.
- Main Content:**
  - Welcome to the Medicaid Analytics and Performance Portal (MAPP)**  
NYS Department of Health
  - About MAPP:** The Medicaid Analytics Performance Portal (MAPP) is a performance management system that provides tools to:
    - support the Health Home network in providing care management
    - enable Performing Provider Systems (PPS's) in the Delivery System Reform Incentive Payment (DSRIP) Program to plan and implement transformative projects.
    - report performance goals
  - Use of MAPP Applications and Data:** MAPP Portal Users are responsible for pursuing their assigned functions in a manner that does not infringe on the rights, integrity, or privacy of others. Users are also responsible for following the proper security policies and should be familiar with the following:
    - a. [The MISCNY Information Security Awareness Policy \(S11-018\)](#)
    - b. [The MISCNY Information Use and Dissemination Policy \(S11-028\)](#)
    - c. [HIPAA, HITECH & Privacy 2015](#)
  - Medicaid Analytics and Performance Portal Announcements:** This section will contain announcements on upcoming changes to MAPP applications and planned system outages.
  - Applications in MAPP:** Authorized users can access the following applications by clicking on tabs at the top of the page.
    - DSRIP**
      - Provider network Tool
      - Project Plan Application
      - Implementation Project Plan
    - Health Homes**
      - Health Homes Performance Dashboards
    - Security Administration**
  - Related MAPP Resources:**
    - [NYS Department of Health](#)
    - [NYS Office of Alcoholism and Substance Abuse Services](#)
    - [NYS Office of Mental Health](#)
    - [NYS Office of the Medicaid Inspector General](#)
  - MAPP Help/Support:**
    - MAPP Customer Care Center**  
The MAPP Customer Care Center provides user support and technical assistance for all applications in the Medicaid Analytics Performance Portal. If you have questions or need assistance with MAPP applications, contact the MAPP Customer Care Center.
    - 1-518-649-4335
    - [MAPP-CustomerCareCenter@cma.com](mailto:MAPP-CustomerCareCenter@cma.com)

# Dashboard Resources



- **Take the Tutorial-** This takes the user step by step through the capabilities of the dashboards including purpose of the dashboards, filters, knowledge manager information, timeframes, additional ways to display the data, and much more. **Please make sure you take the tutorial to familiarize yourself with the dashboard functions.**
- **Glossary of Terms-** A glossary that defines all software terms, workspace filters, dimensions, and measures used throughout the dashboards.
- **About the Data-** This document is a reference for users of the Salient Health Home Dashboards. It is intended to supplement the glossary of terms to provide guidance on some of the more complex data nuances.
- **Change Log-** The change log serves as a historical record of the changes, improvements, and additions that are being made to the Health Home Dashboards.

# Overview and Demonstration

- Today we will cover the following topics walking through the Health Home Dashboards:
  - Understanding the Data
  - Understanding the Knowledge Manager- What the dashboards are trying to show the users
  - Capabilities of the Dashboards
  - Follow up moving forward with Health Home Dashboards
    - ✓ Follow up from DOH
    - ✓ Continual updates
    - ✓ Version 2 and new Dashboards

# Questions?

# MAPP Customer Care Center

For assistance, please contact the MAPP Customer Care Center:

**Phone: (518) 649-4335**

**Email: [MAPP-CustomerCareCenter@cma.com](mailto:MAPP-CustomerCareCenter@cma.com)**